

## CAHPS Health Plan Survey 3.0: Items in the Reporting Composites for Children

Sponsors of the Health Plan Survey can report five composites for children:

- Getting needed care for a child
- Getting care quickly for a child
- How well the child's doctors communicate
- Courtesy, respect, and helpfulness of office staff
- Health plan customer service, information, and paperwork

**Important Note.** The Child questionnaires also include a set of items for children with chronic conditions. These composites are listed after the core composites.

Getting Needed Care for a Child		
Q7	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ A big problem</li> <li>▪ A small problem</li> <li>▪ Not a problem</li> </ul>
Q13	In the last 12 months, how much of a problem, if any, was it to see to a specialist that your child needed to see?	
Q26	In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatments you or a doctor believed necessary?	
Q28	In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?	

Getting Care Quickly for a Child		
Q18	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q20	In the last 12 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?	
Q22	In the last 12 months, not counting times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?	
Q29	In the last 12 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	

### How Well the Child's Doctors Communicate

Q32	In the last 12 months, how often did your child's doctors or other health providers listen carefully to you?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q33	In the last 12 months, how often did your child's doctors or other health providers explain things in a way you could understand?	
Q34	In the last 12 months, how often did your child's doctors or other health providers show respect for what you had to say?	
Q36	In the last 12 months, how often did doctors or other health providers explain things in a way your child could understand?	

### Courtesy, Respect, and Helpfulness of Office Staff

Q30	In the last 12 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q31	In the last 12 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	

### Health Plan Customer Service, Information, and Paperwork

Q63	In the last 12 months, how much of a problem, if any, was it to find or understand this information (in written material or on the Internet)?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ A big problem</li> <li>▪ A small problem</li> <li>▪ Not a problem</li> </ul>
Q65	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	
Q67	In the last 12 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	

**Note:** The question numbers refer to items in the CAHPS Child Commercial Questionnaire 3.0. To identify corresponding questions on different questionnaires, see the following Questionnaire Crosswalk, which lists the item numbers for all of the health plan questionnaires. A complete table with all of the supplemental items is presented in the document called *Preparing Your CAHPS Health Plan Questionnaire* [see Table 2-2 in doc 12], which is part of the **Health Plan Survey and Reporting Kit**. These two tables allow you to develop equivalent composites for any of the CAHPS Health Plan questionnaires for children.

## Items in the Composites for Children with Chronic Conditions

Sponsors can report four composites for children with chronic conditions:

- Parents' experiences with prescription medicine
- Parents' experiences getting specialized services for their child
- Family centered care
- Parents' experiences with coordination of their child's care

Parents' Experiences with Prescription Medicine		
Q70	In the last 12 months, how much of a problem, if any, was it to get your child's prescription medicine?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ A big problem</li> <li>▪ A small problem</li> <li>▪ Not a problem</li> </ul>

Parents' Experiences Getting Specialized Services for Their Child		
Q52	In the last 12 months, how much of a problem, if any, was it to get special medical equipment for your child?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ A big problem</li> <li>▪ A small problem</li> <li>▪ Not a problem</li> </ul>
Q55	In the last 12 months, how much of a problem, if any, was it to get special therapy for your child (physical, occupational, or speech)?	
Q58	In the last 12 months, how much of a problem, if any, was it to get this treatment or counseling for your child (for an emotional, developmental, or behavioral problem)?	

Family Centered Care		
This composite combines three topics:		
<ul style="list-style-type: none"> <li>▪ Parents' experiences with the child's personal doctor or nurse</li> <li>▪ Parents' experiences with shared decisionmaking</li> <li>▪ Parents' experiences with getting needed information about their child's care</li> </ul>		
Parents' Experiences with the Child's Personal Doctor or Nurse		
Q8	In the last 12 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?	<b>Response Format</b> <ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
Q10	Does your child's personal doctor or nurse understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	
Q11	Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?	

Parents' Experiences with Shared Decisionmaking		
Q43	When decisions were made in the last 12 months, how often did your child's doctors or other health providers offer you choices about your child's health care?	<b>Response Format</b> <ul style="list-style-type: none"><li>▪ Never</li><li>▪ Sometimes</li><li>▪ Usually</li><li>▪ Always</li></ul>
Q44	When decisions were made in the last 12 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices you were given?	
Q45	When decisions were made in the last 12 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?	
Q46	When decisions were made in the last 12 months, how often did your child's doctors or other health providers involve you as much as you wanted?	
Parents' Experiences with Getting Needed Information About Their Child's Care		
Q39	In the last 12 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?	<b>Response Format</b> <ul style="list-style-type: none"><li>▪ Never</li><li>▪ Sometimes</li><li>▪ Usually</li><li>▪ Always</li></ul>
Q40	In the last 12 months, how often did you get the specific information you needed from your child's doctors and other health providers?	
Q41	In the last 12 months, how often did you have your questions answered by your child's doctors or other health providers?	
Parents' Experiences with Coordination of Their Child's Care		
Q50	In the last 12 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	<b>Response Format</b> <ul style="list-style-type: none"><li>▪ Yes</li><li>▪ No</li></ul>
Q61	In the last 12 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?	

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**CAHPS Health Plan Survey 3.0: Child Questionnaire Crosswalk**

Short item title	Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
Covered by xx insurance	1	1	1
Fill in name of health plan	2	2	2
Length of coverage	3	3	3
Have a personal doctor	4	4	4
Rating of personal doctor	5	5	5
Have same health provider	6	6	6
Problem of finding doctor	7	7	7
Needed a specialist	12	12	12
Personal doctor talk about how child is feeling, growing or behaving	8	8	8
Problem to see a specialist	13	13	13
See a specialist	14	14	14
Rating of specialist	15	15	15
Specialist same as personal doctor	16	16	16
Phoned clinic for help or advice	17	17	17
How often received help by phone	18	18	18
Needed care right away	19	19	19
Get needed care right away	20	20	20
Appointment for routine care made	21	21	21
Get routine appointment as soon as wanted	22	22	22
Times visited emergency room	23	23	23
Times visited doctor's office for care	24	24	24
Needed care/tests/treatment	25	25	25
Problem to get care/tests/treatment	26	26	26
Need approval from health plan for care/tests/treatment	27	27	27
Delays a problem while awaiting health plan approval	28	28	28
Taken to exam room within 15 minutes	29	29	29
Doctor's staff courteous/respectful	30	30	30
Doctor's staff helpful	31	31	31
Doctors listen carefully	32	32	32
Doctor explained things clearly	33	34	34
Doctors respected your comments	34	35	35
Child able to talk with doctors about health care	35	36	36

**Note:** Numbers in cells indicate the question number (question order) for this item in each survey.

**CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)**

Short item title	Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
Doctors explains things in a way child understands	36	38	38
Doctors spent enough time	37	39	39
Rating of health care	47	49	49
Look for information in written materials/Internet	62	76	72
Problem to find or understand information	63	77	73
Called customer service	64	78	74
Problem to get help from customer service	65	79	75
Any experiences with paperwork	66	80	76
Problem with paperwork	67	81	77
Rating of health insurance plan	68	82	78
Rate overall health	72	86	82
Age now	91	105	101
Male or female	92	106	102
Highest grade or level of school completed	93	107	103
Child's age now	87	101	97
Child male or female	88	102	98
Hispanic or Latino origin or descent	89	103	99
Race	90	104	100
How related to the policyholder	94	NA	NA
How related to the child	95	110	106
Received help completing survey	96	112	108
How did that person help	97	113	109
<b>Items for Children with Chronic Conditions</b>			
Child has medical/behavioral/other health conditions lasting more than 3 months	9	9	9
Child's personal doctor understands how medical/behavioral/other health condition affects child's day-to-day life	10	10	10
Child's personal doctor understands how medical/behavioral/other health condition affects family's day-to-day life	11	11	11
Have questions or concerns about child's health/health care	38	40	40
Child's doctors make it easy to discuss questions/concerns	39	41	41
Get specific information you need from child's doctors	40	42	42

**CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)**

Short item title	Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
<b>Items for Children with Chronic Conditions (continued)</b>			
Have your questions answered by child's doctors	41	43	43
Were decisions made about child's health care	42	44	44
Child's doctors offer you choices	43	45	45
Child's doctors discuss good and bad things about choices	44	46	46
Child's doctors ask you to tell what choices you prefer	45	47	47
Child's doctors involve you as much as you wanted	46	48	48
Child now enrolled in school/daycare	48	50	50
Needed child's doctors to contact a school/daycare	49	51	51
Got help you needed from child's doctors in contacting school/daycare	50	52	52
Got/tried to get special medical equipment/ devices for your child	51	61	61
Problem to get special medical equipment for your child	52	62	62
Anyone from health plan/doctor's office/clinic help with problem	53	63	63
Got/tried to get special therapy	54	64	64
Problem to get special therapy	55	65	65
Anyone from health plan/doctor's office/clinic help with problem	56	66	66
Got/tried to get treatment/counseling for emotional/developmental/ behavioral problem	57	67	67
Problem to get treatment/counseling	58	68	68
Anyone from child's health plan/ doctor's office help with problem	59	69	69
Child get care from more than one kind of provider or service	60	70	70
Anyone from child's health plan/ doctor's office/clinic help coordinate care	61	71	71
Child got prescription/refill	69	83	79
How much of a problem to get prescription	70	84	80
Anyone from child's health plan/ doctor's office/clinic help with problem	71	85	81

**CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)**

Short item title	Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
<b>Screener Questions</b>			
Child currently needs/uses medicine	73	87	83
Medicine needed because of medical/behavioral/other health condition	74	88	84
Condition lasted/expected to last 12 months	75	89	85
Child needs/uses more medical care/ mental health/educational services than usual	76	90	86
More care than usual needed because of medical/behavioral/other health condition	77	91	87
Condition lasted/expected to last 12 months	78	92	88
Child limited or prevented in ability to do things most children can	79	93	89
Child limited because of medical/ behavioral/other health condition	80	94	90
Condition lasted/expected to last 12 months	81	95	91
Child needs/gets special therapy	82	96	92
Child needs special therapy because of medical/behavioral/other health condition	83	97	93
Condition lasted/expected to last 12 months	84	98	94
Child needs/gets treatment/ counseling	85	99	95
Problem lasted/expected to last 12 months	86	100	96
<b>Medicaid Questions</b>			
How often did parent have hard time speaking with/understanding doctors because they spoke different languages	NA	33	33
How often did child have hard time speaking with/understanding doctors because they spoke different languages	NA	37	37
Needed interpreter to speak with doctors	NA	53	53
When you needed interpreter, how often got one	NA	54	54
Child needed an interpreter to speak with doctors	NA	55	55
When child needed interpreter, how often got one	NA	56	56
Child 2 years or younger	NA	57	57
Got reminders for checkup/shots/ drops	NA	58	58
Child been to doctor for checkup/ shots/drops	NA	59	59



**CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)**

Short item title	Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
<b>Medicaid Questions</b> (continued)			
Got appointment for child's first doctor visit for checkup/shots/drops as soon as wanted	NA	60	60
State pays health plans to care for people covered by Medicaid/health plan like this	NA	72	NA
Chose child's health plan	NA	73	NA
Got information about your health plan before signed up	NA	74	NA
Information given correct	NA	75	NA
Language parent speaks at home	NA	108	104
Language child speaks at home	NA	109	105
Listed as child's payee/guardian for Medicaid	NA	111	107